

ITIL V4 Foundation - sample questions quiz 02

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1 Which service management dimension is focused on activities and how these are coordinated?

☒

- ☐ Information and technology
- ☐ Value streams and processes
- ☐ Organizations and people
- ☐ Partners and suppliers

2 Which is a purpose of the 'service desk' practice?

☒

- ☐ To set clear business-based targets for service performance
- ☐ To maximize the number of successful IT changes by ensuring risks are properly assessed
- ☐ To capture demand for incident resolution and service requests
- ☐ To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

3 Which value chain activity creates service components?

- ☒
- ☐ Engage
- ☐ Deliver and support
- ☐ Obtain/build
- ☐ Improve

4 Which describes the principle 'think and work holistically'?

- ☒
- ☐ Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
- ☐ Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner
- ☐ Reviewing service management practices and removing any unnecessary complexity
- ☐ Conducting a review of existing service management practices and decide what to keep and what to discard

5 What is the purpose of 'supplier management'?

- ☒
- ☐ To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services
- ☐ To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
- ☐ To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities
- ☐ To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services

6 Which practice is responsible for moving components to live environments?

- ☒
- ☐ Release management
- ☐ Deployment management
- ☐ IT asset management
- ☐ Change enablement

7 Which ITIL concept describes governance ?

Ⓐ

- ☐ The four dimensions of service management
- ☐ The service value system
- ☐ The service value chain
- ☐ The seven guiding principles

8 Which practice provides a single point of contact for users?

Ⓐ

- ☐ Service desk
- ☐ Incident management
- ☐ Service request management
- ☐ Change enablement

9

Ⓐ

- ☐ 1 and 4
- ☐ 2 and 3
- ☐ 1 and 2
- ☐ 3 and 4

10 What is the definition of an event?

Ⓐ

- ☐ Any change of state that has significance for the management of a configuration item or IT service
- ☐ The ability of an IT service or other configuration item to perform its agreed function when required
- ☐ Any component that needs to be managed in order to deliver an IT service
- ☐ Any valuable component that can contribute to delivery of an IT product or service

11 What is a standard change?

Ⓐ

- ☐ A change that doesn't need risk assessment because the procedure has been pre-authorized
- ☐ A change that needs to be assessed, authorized, and scheduled by a change authority
- ☐ A change that doesn't need risk assessment because it is required to resolve an incident

- A change that is assessed, authorized and scheduled as part of 'continual improvement'

12 Which describes the nature of the guiding principles?



- An organization will select one of the principles to adopt
- Each guiding principle mandates specific actions and decisions
- A guiding principle can guide an organization in all circumstances
- Guiding principles describe the processes that all organizations must adopt

13 How does 'service request management' contribute to 'obtain/build' value chain activity?



- It acquires pre-approved service components to help fulfil service requests
- It analyzes data to identify opportunities to provide new service request options
- It collects user-specific requirements, sets expectations and provides status updates
- It ensures users continue to be productive when they need assistance from the service provider

14 Which is a key consideration for the guiding principle 'keep it simple and practical'?



- Try to create a solution for every exception
- Ignore conflicting objectives of different stakeholders
- Start with a complex solution, then simplify
- Understand how each element contributes to value creation

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?



- Engage
- Deliver and support
- Obtain/build
- Design and transition

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